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U.S. PIONEER ELECTRONICS CORP.
75 OXFORD DRIVE, MOONACHIE, N.J. 07074 (201)-440-8100

December 13, 1979

TO: Authorized Service Centers
Video Support Personnel

FROM: John Esposito
Russ Park

SUBJECT: SERVICE REPORT 007

Enclosed for your information is a list of problems and solutions that occured during November. Also enclosed is a drawing on how to restring the Carriage Cable Drive. It should be noted that when removing the Cable completely a reading of 150 OHMS must be taken off the position Pot with the carriage in the play position. Any other value will cause the carriage to operate improperly.

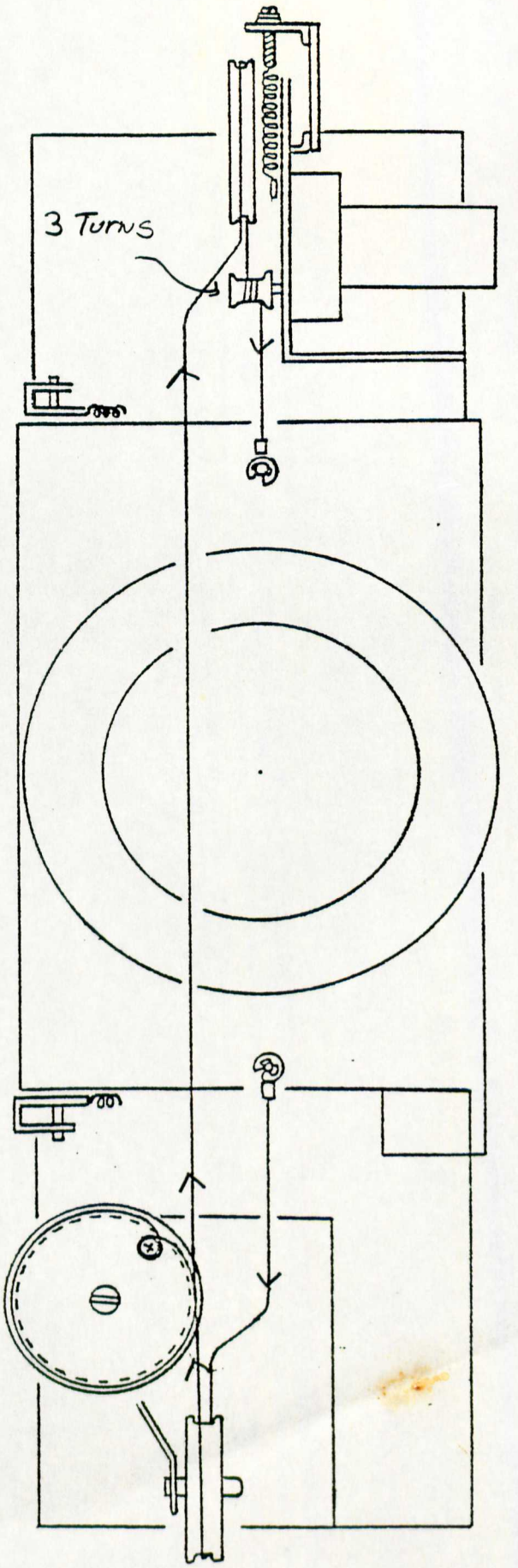
If you have any questions, please call us.

John

Russ

JE
RP:kl

cc: Fred Ellis


3 Turns

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REF NO.	SERIAL NO.	DATE SERVICED	LOCATION	TECH
80-659	3603005	11-9	Amsterdam, NY	

SYMPTOMS:
Disc will not rotate.
REPAIR:
MCPR replaced.

REF NO.	SERIAL NO.	DATE SERVICED	LOCATION	TECH
666	3600254	11-7	Framington, MA	

SYMPTOMS:
Disc not rotating after a few seconds.
REPAIR:
No -14V R3 opened SYPS.

REF NO.	SERIAL NO.	DATE SERVICED	LOCATION	TECH
667	3602934	11-5	Montrass, VA	

SYMPTOMS:
No color lock.
REPAIR:
SPDL adjusted.

REF NO.	SERIAL NO.	DATE SERVICED	LOCATION	TECH
672	3600557	11-6	Flushing, NY	

SYMPTOMS:
Remote unit not operating.
REPAIR:
Replaced remote unit.

REF NO.	SERIAL NO.	DATE SERVICED	LOCATION	TECH
708	3605131	11-7	Stewarts Town, PA	

SYMPTOMS:
Unit will not stop at the index, disc goes right into play.
REPAIR:
Dealer did not know how to operate the machine.

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REF NO.	SERIAL NO.	DATE SERVICED	LOCATION	TECH
	3603239	11-7	Mt. Kisco, NY	
714	SYMPTOMS:			
	No power.			
	REPAIR: Bad fuse holder on 5V FFMP.			

REF NO.	SERIAL NO.	DATE SERVICED	LOCATION	TECH
	3603457	11-23	Acton, MA	
728	SYMPTOMS:			
	No laser. No picture.			
	REPAIR: 47K CUST.			

REF NO.	SERIAL NO.	DATE SERVICED	LOCATION	TECH
757	3604585	11-26	Northville, NY	
	SYMPTOMS:			
	No picture.			
	REPAIR: Acom shorted.			

REF NO.	SERIAL NO.	DATE SERVICED	LOCATION	TECH
781	3605029	11-27	Morristown, NJ	
	SYMPTOMS:			
	No laser, no picture, clicking noise.			
	REPAIR: Bad Focus Board, 47K CUST.			

REF NO.	SERIAL NO.	DATE SERVICED	LOCATION	TECH
		11-15	W. Caldwell, NJ	
789	SYMPTOMS:			
	No color.			
	REPAIR: VTBC replaced.			

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REF NO.	SERIAL NO.	DATE SERVICED	LOCATION	TECH
753	3607424	11-15	Catskill, NY	

SYMPTOMS:
Machine locks out on dumping disc question.
REPAIR:
Problem with disc.

REF NO.	SERIAL NO.	DATE SERVICED	LOCATION	TECH
799	3605081	11-18	Portchester, NY	

SYMPTOMS:
Remote not working.
REPAIR:
Installed new battery.

REF NO.	SERIAL NO.	DATE SERVICED	LOCATION	TECH
794	3605105	11-23	Saltule, VA	

SYMPTOMS:
No laser.
REPAIR: 47K CUST LSPS replaced.

REF NO.	SERIAL NO.	DATE SERVICED	LOCATION	TECH
816	3603542	11-15	Wildwood, NJ	

SYMPTOMS:
No laser.
REPAIR: 47K CUST High Voltage Block replaced.

REF NO.	SERIAL NO.	DATE SERVICED	LOCATION	TECH
817	3604344	11-27	Lansdale, PA	

SYMPTOMS:
No initial start.
REPAIR:
2SA720 (Q-11) on SYPS replaced.

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REF NO.	SERIAL NO.	DATE SERVICED	LOCATION	TECH
826	3605093	11-21	NY., NY	

SYMPTOMS:
No picture.
REPAIR:
Wrong connection.

REF NO.	SERIAL NO.	DATE SERVICED	LOCATION	TECH
827	3603436	11-23	St. Albans, VT	

SYMPTOMS:
No laser, no picture.
REPAIR:
4K OHM CUST Acom replaced.

REF NO.	SERIAL NO.	DATE SERVICED	LOCATION	TECH
831	3607509	11-28	Rochester, NY	

SYMPTOMS:
No spindle rotation.
REPAIR:
Carriage servo replaced.

REF NO.	SERIAL NO.	DATE SERVICED	LOCATION	TECH
840	3607441	11-21	Mineola, NY	

SYMPTOMS:
No laser.
REPAIR:
47K OHM CUST High Voltage Block.

REF NO.	SERIAL NO.	DATE SERVICED	LOCATION	TECH
848	3604369	11-29	Statesville, N.C.	

SYMPTOMS:
Disc into play & reverse.
REPAIR:
No +5V from SYPS.

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REF NO.	SERIAL NO.	DATE SERVICED	LOCATION	TECH
	3604986	11-27	Chester Spring, PA	
857	SYMPTOMS:			
	No search. No index.			
	REPAIR: Customer didn't know how to use machine.			

REF NO.	SERIAL NO.	DATE SERVICED	LOCATION	TECH
865	3600897	11-27	Emmaus, PA	
	SYMPTOMS:			
	Cover won't open.			
	REPAIR: Park Micro-switch replaced.			

REF NO.	SERIAL NO.	DATE SERVICED	LOCATION	TECH
903	3604992	11-29	Lexington Park, VA	
	SYMPTOMS:			
	No laser.			
	REPAIR: 47K OHM & CUST replaced.			

REF NO.	SERIAL NO.	DATE SERVICED	LOCATION	TECH
914		11-30	Dryden, NY	
	SYMPTOMS:			
	No picture.			
	REPAIR: Switch was on T.V. position.			

REF NO.	SERIAL NO.	DATE SERVICED	LOCATION	TECH
826		11-30	Mechanicsville, MD	
	SYMPTOMS:			
	Freezes at the same spot.			
	REPAIR: Tracking & Focus Boards adjusted.			

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REF NO.	SERIAL NO.	DATE SERVICED	LOCATION	TECH
333	3604948	11-15	Port Allegany, PA	

SYMPTOMS:
No laser.
REPAIR:
47K OHM CUST replaced.

REF NO.	SERIAL NO.	DATE SERVICED	LOCATION	TECH
MCA		11-21	Brewster, NY	

SYMPTOMS:
No power.
REPAIR:
47K OHM CUST replaced.

REF NO.	SERIAL NO.	DATE SERVICED	LOCATION	TECH
79100	3600745	11-19	Baltimore, MD	

SYMPTOMS:
No functions working.
REPAIR:
2SC1881 replaced.

REF NO.	SERIAL NO.	DATE SERVICED	LOCATION	TECH
684		11-2	Salem, Mass	

SYMPTOMS:
Problem with T.V.
REPAIR:
Contacted Zenith.

REF NO.	SERIAL NO.	DATE SERVICED	LOCATION	TECH
655		11-1	Laurel, MD	

SYMPTOMS:
Problem with T.V.
REPAIR:
Contacted Zenith.

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REF NO.	SERIAL NO.	DATE SERVICED	LOCATION	TECH
		11-26	St. Auburns, PA	
874	SYMPTOMS:			
	Problem with T.V.			
	REPAIR: Contacted Zenith.			

REF NO.	SERIAL NO.	DATE SERVICED	LOCATION	TECH
	360513	11-27	Zieglerville, PA	
984	SYMPTOMS:			
	Problem with T.V.			
	REPAIR: Contacted Zenith.			

REF NO.	SERIAL NO.	DATE SERVICED	LOCATION	TECH
		11-5	Maysville, N.C.	
702	SYMPTOMS:			
	Explained how to use machine over the phone.			
	REPAIR:			

REF NO.	SERIAL NO.	DATE SERVICED	LOCATION	TECH
715		11-6	Orangeburg, S.C.	
	SYMPTOMS:			
	Problem with installation.			
	REPAIR: Contacted Video Leasing.			

REF NO.	SERIAL NO.	DATE SERVICED	LOCATION	TECH
	3601465	11-6	Newburgh, NY	
711	SYMPTOMS:			
	No audio.			
	REPAIR: Audio 2 off. Solved over the phone.			

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REF NO.	SERIAL NO.	DATE SERVICED	LOCATION	TECH
759	3607773	11-9	Gaithersburg, MD	

SYMPTOMS:

3 Horizontal lines on the screen.

REPAIR: Bad cable. Solved over the phone.

REF NO.	SERIAL NO.	DATE SERVICED	LOCATION	TECH
755	3605014	11-9	Pleasantville, NJ	

SYMPTOMS:

Explained how to use the machine over the phone.

REPAIR:

REF NO.	SERIAL NO.	DATE SERVICED	LOCATION	TECH
769	3605007	11-12		

SYMPTOMS:

Won't accept dumping disc.

REPAIR: Audio 2 off. Solved over the phone.

REF NO.	SERIAL NO.	DATE SERVICED	LOCATION	TECH
790		11-13	Port Jarvis, NY	

SYMPTOMS:

Explained over the phone.

REPAIR:

REF NO.	SERIAL NO.	DATE SERVICED	LOCATION	TECH
772		11-12	Hagerstown, MD	

SYMPTOMS:

Problem with T.V.

REPAIR:

Contacted Zenith.

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REF NO.	SERIAL NO.	DATE SERVICED	LOCATION	TECH
815		11-15	Hempstead, NY	

SYMPTOMS:

Won't index.

REPAIR: Using wrong buttons (explained over the phone)

REF NO.	SERIAL NO.	DATE SERVICED	LOCATION	TECH
810	3603486	11-15	Millington, MD	

SYMPTOMS:

Spindle rubber came off from assembly plate.

REPAIR: Put glue on it.

REF NO.	SERIAL NO.	DATE SERVICED	LOCATION	TECH
852	3604351	11-21	Bergenfield, NJ	

SYMPTOMS:

on-off switch broken.

REPAIR:

Contacted Video Leasing.

REF NO.	SERIAL NO.	DATE SERVICED	LOCATION	TECH
894	3603267	11-26	Walden, NY	

SYMPTOMS:

Problem with disc.

REPAIR: Contacted MCA

REF NO.	SERIAL NO.	DATE SERVICED	LOCATION	TECH
911		11-28		

SYMPTOMS:

Remote not working right.

REPAIR:

Explained on the phone.

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REF NO.	SERIAL NO.	DATE SERVICED	LOCATION	TECH
941		11-30	Portsmouth, VA	

SYMPTOMS:

Problem with Disc.

REPAIR:

Contacted MCA.

REF NO.	SERIAL NO.	DATE SERVICED	LOCATION	TECH
942		11-30	Richmond, VA	

SYMPTOMS:

Explained how to use machine over the phone.

REPAIR:

REF NO.	SERIAL NO.	DATE SERVICED	LOCATION	TECH
938		11-30	McCormic, S.C.	

SYMPTOMS:

Problem Zenith installation.

REPAIR:

Contacted Zenith.

REF NO.	SERIAL NO.	DATE SERVICED	LOCATION	TECH
79109		11-12	Milford, Del	

SYMPTOMS:

Player at fast speed, will not stop.

REPAIR:

Focus tracking platform adjusted.

REF NO.	SERIAL NO.	DATE SERVICED	LOCATION	TECH
79110		11-30	Norristown, PA	

SYMPTOMS:

No picture, no sound.

REPAIR:

Platform, tracking and focus adjusted.

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REF NO.	SERIAL NO.	DATE SERVICED	LOCATION	TECH
79119		11-30	Lansdown, PA	

SYMPTOMS:
No laser.

REPAIR: 47K CUST, Platform, VTBC, DSPL Focus, SPDL, (adjusted or replaced)

REF NO.	SERIAL NO.	DATE SERVICED	LOCATION	TECH
79122		11-12	Rising Sun, MD	

SYMPTOMS:
No sound- No picture.

REPAIR: CUST 47K OHM, LSPS replaced.

REF NO.	SERIAL NO.	DATE SERVICED	LOCATION	TECH
79129		11-19	Bethlehem, PA	

SYMPTOMS: No picture at times, disc will not go all the way in. Clicking noise.

REPAIR: Platforms, tracking, Focus & VDEM adjusted.

REF NO.	SERIAL NO.	DATE SERVICED	LOCATION	TECH
506	3603682	11-12	Ashville, N.C.	

SYMPTOMS:
Picture distorted at bottom of screen.

REPAIR: VTBC replaced.

REF NO.	SERIAL NO.	DATE SERVICED	LOCATION	TECH
512		11-1	Raleigh, N.C.	

SYMPTOMS:
Picture won't lock in index.

REPAIR:
Tracking, Focus, Platform adjusted.

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REF NO.	SERIAL NO.	DATE SERVICED	LOCATION	TECH
		11-6	Scranton, PA	

516 SYMPTOMS:

No laser.

REPAIR:

CUST replaced.

REF NO.	SERIAL NO.	DATE SERVICED	LOCATION	TECH
		11-1	Dann, N.C.	

558 SYMPTOMS:

Picture fuzzy.

REPAIR:

REF NO.	SERIAL NO.	DATE SERVICED	LOCATION	TECH
551		11-21	Hopewell, VA	

SYMPTOMS:

Picture superimposed over picture.

REPAIR:

Platform tracking and Focus adjusted.

REF NO.	SERIAL NO.	DATE SERVICED	LOCATION	TECH
611	3605130	11-1	Ziglerville, PA	

SYMPTOMS:

Grating, and Focus adjusted.

REPAIR:

REF NO.	SERIAL NO.	DATE SERVICED	LOCATION	TECH
621	3604353	11-3	Nicholson, PA	

SYMPTOMS:

No picture.

REPAIR:

No problem found.

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REF NO.	SERIAL NO.	DATE SERVICED	LOCATION	TECH
829	3603005	11-30	Amsterdam, NY	

SYMPTOMS: Carriage moved off center, then stopped and returned. Will not accept program.

REPAIR: MCPR Micro-switch and carriage motor replaced.

REF NO.	SERIAL NO.	DATE SERVICED	LOCATION	TECH
632	3605020	11-1	Landover, MD	

SYMPTOMS:

No picture after unit goes into play.

REPAIR: No problem found.

REF NO.	SERIAL NO.	DATE SERVICED	LOCATION	TECH
639	3604600	11-1	Whitehouse, NJ	

SYMPTOMS:

Shock from player.

REPAIR: Problem not verified.

REF NO.	SERIAL NO.	DATE SERVICED	LOCATION	TECH
644		11-12	North, S.C.	

SYMPTOMS:

Disc does not play. No blanking signal.

REPAIR: Display board replaced.

REF NO.	SERIAL NO.	DATE SERVICED	LOCATION	TECH
650	3606551	11-12	Farmville, N.C	

SYMPTOMS:

Disc comes to stop when you try to focus.

REPAIR: Z2 replaced from SYPS.

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REF NO.	SERIAL NO.	DATE SERVICED	LOCATION	TECH
647	3607516	11-12	Westfield, MA	

SYMPTOMS:

Poor tracking and poor focusing.

REPAIR: Platform, tracking and focus adjusted.

REF NO.	SERIAL NO.	DATE SERVICED	LOCATION	TECH
	3605135	11-30	Westbrook, Conn	
906				

SYMPTOMS:

No laser.

REPAIR: 47K OHM CUST replaced.

REF NO.	SERIAL NO.	DATE SERVICED	LOCATION	TECH
	3606663	11-30	Elmira, NY	
866				

SYMPTOMS:

No laser.

REPAIR: LSPS replaced.

REF NO.	SERIAL NO.	DATE SERVICED	LOCATION	TECH

SYMPTOMS:

REPAIR:

REF NO.	SERIAL NO.	DATE SERVICED	LOCATION	TECH

SYMPTOMS:

REPAIR: